

03/25/2005-signed up for Vonage VoIP service & payed initial sign up fee and 1st month-\$68.08. I immediately downloaded, signed & faxed the number transfer authorization form to have my current BellSouth number transferred to Vonage, which was "Sent to Carrier" on the same day. According to the website, transfer takes 20 business days and can only be done with an active number (I had to pay two phone bills & Vonage provides temporary number during this time) Around 04/29/2005, I called BellSouth which informed me they had never received a request. I called Vonage who said they use a 3rd party to handle the number transfer and would e-mail me in 72hrs with a specific reason for delay of transfer. 05/04/2005-received an e-mail apologizing for the delay but giving no reason. 05/12/2005-responded to e-mail saying I would cancel if the number hadn't been transferred in 7 days. 05/20/2005-cancelled service and Vonage refused to credit my account for service that was basically worthless to me. The account/billing department was rude, saying she wouldn't credit me and wouldn't apologize because I signed up for the service. She also said I would receive a form to fill out and petition the board for reimbursement, which I never received. I did make a couple of phone calls during the two months totalling 11 minutes (if I understand the billing) The only reason I used Vonage during this time was because the one phone connected to it is in my office with my computer and I was sure Vonage would transfer my number. I continued useing BellSouth as my phone since that's the phone number everyone knows, is listed, and have had for a while. Finally, I am a small town champion of VoIP. It's a great technology, but if companies like Vonage can't get their act together and transfer a number in two months, they are going to lose a lot of potential customers who want to keep their numbers. I believe Vonage owes me \$95.32 for the initial fee & two months service. Thank you.